Building Services General

4/30/2010					Superior consider Cardeine went out of her
					Superior service. Guylaine went out of her way to help me. It is a pleasure to work with the Sumter Building Dept. Rodney Pearep
4/30/2010	BD1953	5	5	5	Excellent personnel - Kelly was my main contact.
4/30/2010	2010-0385	5			Awesome - Kelly Helms - took care of me and had the permit issued in less than 15 minutes!
4/30/2010	BD2010-2255	5	5	5	Thank you guys you are the bestill
4/30/2010		5	5	5	Best in service and I deal with a lot of Counties.
4/30/2010		5		5	Very knowledgeable help. Very friendly.
4/30/2010	BD2010-1840	5	5	5	Great Job! Thanks to All!
4/30/2010	FR2010-0003	5	5	5	Good Service

Total Permits 5

Average Counter Service

5

Average Bldg Plan Review 5

Average Permitting Process 5

5=Excellent

4=Good

3=Expected

2=Fair

1=Poor

Inspections 2 Survey Results By Date Range

Average General 5

Date Revd 4/30/2010	Permit Number BD2010-2105	Mechanical 5	Electrical 5	Plumbing 5	Building 5	General 5	Comments: very good explanation of all that is needed.					
4/30/2010		5					Great service.					
4/30/2010	EL2010-0459		5				All were very polite and professional and quick! Thanks Peter Klein					
4/30/2010							The mechanical permit price of \$115 is high. Orange County charges \$37.00.					
4/30/2010	BD2010-1802		4	4	4		Jim Shady has been a pleasure to do business with. We want to express our sincere gratitude for his knowledge and helpful attitude!					
Total Po	ermits 3											
Average M	echanical 5											
Average El	ectrical 4.7											
Average Pl	umbing 4.5	5=Excellent 4=Good 3=Expected										
Average Bu	ilding 4.5		2=Fair 1=Poor									

Planning/Zoning/Development Review

Average Development Review

Date Revd	Project Number	Customer Service	Zoning/Planning Review	Development Review	P/Z/D Comments:
4/30/2010	BD2010-2105	5	5	5	The help is very clear and
4/30/2010	PD1953	5	5	5	Excellent personnel. Sara, Steve in particular - everyone in general.
4/30/2010	BD20102095	5	5	5	Everyone was so nice and helpful.
4/30/2010	BDWB2010-0020	5	5	5	Love working in Sumter County the staff is excellent.
Total P	ermits 4				
	omer Service ng/Planning Review	5 5	5=Excellent 4=Good 3=Expected 2=Fair		

1=Poor

Mosquito Control by Date Range

Date Revd	Location	Initial Contact	Customer Service R	esponse Time	Effectiveness of Service	MC Comments:		
4/23/2010	pond	5	5	5	5	Great service - mosquito spraying keeps the mosquitos from being too bad! Thank you Ronnie!!		
4/20/2010	8231 SE 121 st Webster	5	4	4	5 .	He does a good job.		
4/21/2010		5	5	5	5	The most efficient, respectable, kind service ever remembered being received by me personally. Thank you		
4/21/2010	108 Forest Blvd Wildwood	5	5	5	5	Mosquito Control continues to do an outstanding and exemplary job. Thank you ver much for requesting feddback.		
Total Sur	veys 4							
Average Init	ial Contact	5	5=Excellent 4=Good	t		·		
Average Cus	stomer Service	4.8	3=Expected 2≔Fair	l				
Average Res	ponse Time	4.8	1=Poor	1=Poor				
Average Eff	ectiveness of Service	5						

Parks and Recreation by Date Range

Date Revd	Facility	Initial Contact	Customer Service	Scheduling	Setup/Cleanliness	P & R Comments:		
4/9/2010	Lake Pan Recreation	5	5	4	4			
4/27/2010	Lake Pan Recreation		5		5	Beautiful, well kept park. Trail is good. There are some low area at the east end of the circle that become muddy at times. That is the only recommendation I have. The restroom is virtually od or less!		
4/29/2010	Royal	5	5	4	5	Nice		
4/29/2010	Royal	5	5	4	5			
Total S	Surveys 4							
Average In	itial Contact	5	5=Excellent 4=Good					
		5	3=Expected					
Average Sc	heduling	4	2=Fair 1=Poor					
Average Se	tup/Cleanliness 4	4.8						

Solid Waste by Date Range

Date Received Day Visited Initial Contact Customer Service Site Appearance Recycling Options Solid Waste Comments:

4/19/2010

4/19/2010

1

Everyone on our street had their trash picked up except mine, why? Please email pgswans@aol.com we are at 4915 cr 134B, Wildwood, Florida

Total Surveys 1

Average Initial Contact

5≔Excellent 4≔Good

Average Customer Service Average Site Appearance 3=Expected 2=Fair 1=Poor

Average Recycling Options

Animal Control Officer

Date Revd #1 #2 #3 #4 #5 #6 #7 #8 Visit Notice Explain Citation Explain Comments

4/1/2010 5 5 5 4 4 5 3 5

I am new to the area. I came into the office to get a tag for my Pomeranian. The lady in the office was very busy with the phone ringing constantly and helping others stopping in. She juggled it all very professionally! I was impressed with her ability of answering all my questions with such ease. Rosanna Delph

Total Surveys

Rating

5=Outstanding

4=Good
3=Satisfactory

Average Question 2 5 2=Improvement Needed Average Question 3 5 1=Unsatisfactory

Average Question 4 4

Average Question 7

Average Question 8

Average Question 5 4 Questions

Average Question 6 5 1. The Animal Control Officer (ACO) treated me with respect and courtesy.

2. The ACO made clear to me how I can comply with animal control laws.

3. My interaction with the ACO was informative.

4. The ACO provided individual attention to my issues.

5. The ACO answered my questions both clearly and professionally.

The ACO (and office staff if applicable) responded promptly to my questions, phone calls and other contacts.

7. The ACO promptly responded to my request for assistance with an animal at my home or in the community.

8. Rate your overall satisfaction with your experience with Animal Control Services.

Did you receive a completed Notice of Visit at your residence? (Check indicates yes)

Total Notice of Visit 0

% Total Notice of Visit 0%

Did you receive a citation? (Check indicates Yes)

Total Receive Citation 0
% Total Receive Citation 0%

Housing Applicant

Date Revd	#1 #2	? #.	3 #4	#5	#6	#7	#8	#9 Staff Help You*	Explain:	If Not**	If Not Explain:	Comments
4/13/2010	5 5	5 5	5	5	5	5	5					I was treated with the upmost respect and I am very grateful.
4/12/2010	5 \$	5 5	5	5	5	5	5	5				The staff was very kind and considerate, I thank them very much for their kindness.
4/27/2010	5 (5 5	5	5	5	5	5	5	We needed a new well and septic problems everything is being addressed.			Everyone at the Housing Staff were very nice and helped me find assistance from other sources. I was very
Total Surv	veys	3							Rating			
									5=Outstanding			
Average Q				5					4=Good			
Average Q	uestioi	n 2	;	5					3=Satisfactory			
	,,	•							2=Improvement Need	ed		
Average Q				5					1=Unsatisfactory			
Average Q				5					0			
Average Q				5					Questions			
Average Q	uestioi	n 6	:	5					 Housing staff treate The application pro- 		respect and courtesy. asy and understandable.	
Average Q	uestion	a 7		5							lual attention to my issu	
Average Q			;	5					4. Housing staff respondent	nded prom	ptly to my questions, ph	one calls and other
Average Q	uestio	n 9	į	5					5. Housing staff answer		estions both clearly and ained the paperwork I si	
Was Hou	sing s	tafj	f ab	le t	o he	elp y	ou				rided to me regarding the	
(Check in	idicat	es 1	(es)						agreement (if applicab		45	
To	tal Ye	c				3			8. The Housing office			th Housing Department.
			¥ 7	17		_	00/		2. Kate your overall sa	uisiactioii '	with your experience wi	in Fronsing Department.
%	Yes St	tan	riei	р¥	ou	10	0%					

If Housing staff could not help you, did staff provide information on other types of assistance that might be available in the area? (Check indicates Yes)

Yes, provided other assistance 3

Probation

Date Royd	#1	#2	#3	#4	#5	#6	#7	#8	#9	#10	#11	#12	Probation
4/30/2010	5	5	5	5	5	5	5	5	5	5	5	5	Officer Story was very helpful through the entire process!
4/30/2010	5	5	5	5	5	5	5	5	5	5	5	5	
4/30/2010	4	4	4	4	4	5	5	4	4	4	4	4	N/C
4/30/2010	5	3	5	5	5	5	5	5	4	5	5	5	Good
4/30/2010	5	4	5	5	5	5	5	5	5	5	2	4	
4/30/2010	5	5	5	5	5	5	5	5	5	5	5	5	Steve Alderman
4/30/2010	5	5	5	5	5	5	5	5	5	5	5	5	
4/30/2010	5	5	5	5	5	5	5	5	5	5	4	4	
4/30/2010	5	5	5	5	5	5	5	5	5	5	5	5	This whole situation taught me a lot of things about life and how to be more mature.

Total Surveys 9	
Average Question 1	4.9
Average Question 2 Average Question 3	4.6 4.9
Average Question 4	4.9
Average Question 5 Average Question 6	4.9 5
Average Question 7	5
Average Question 8 Average Question 9	4.9 4.8
Average Question 10	4.9
Average Question 11	4.4
Average Question 12	4.7

Rating

- 5=Outstanding
- 4=Good
- 3=Satisfactory
- 2=Improvement Needed
- 1=Unsatisfactory

Questions

- 1. Probation staff treated me with respect and courtesy.
- 2. The orientation session helped me to better understand what to expect of probation.
- 3. My Probation Officer provided individual attention to my issues.
- 4. Staff had a detailed understanding of the probation system.
- 5. My first appointment was scheduled in a timely manner.
- 6. Probation staff responded promptly to my questions, phone calls and other contacts.
- 7. My Probation Officer answered my questions both clearly and professionally.
- 8. Clear documentation was provided to me regarding the conditions of my probation.
- 9. The life skills I learned were helpful to me to avoid future offenses.
- 10. My Probation Officer spent sufficient time with me.
- 11. The probation office is conveniently located.
- 12. Rate your overall satisfaction with your experience regarding your probation.

Transit

Date Revo	đ t	11	¥2	#3	#4	#5	#6	#7	#8 i	#9	Freq Pass Times/mo	Trav Dr How often	On time?	Why not?	Transit Comments
4/30/2010	•	3	3	3	5	5	5	3	3	3	0			I was refused on March 26 and April 9. The bus was full	Nancy has been our dirver and has been most helpfu, pleasant, on time, polite, courteouse, careful, wonderful, driver. I have also had Scott who oas been equally wonderful. This has been a positive experience for me. I am legally blind, so I do not drive. The bus is a wonderful way to get around The Villages. The bus allows me to be independent. We need advertising and scheduling so more people will know about the bus and use it. If the bus has a regular schedule and doesn't deviate from it. It would be most helpful. My experience so far has been a positive one.
4/30/2010		5	5	5	5	5	5	4	5	3	0				more buses
4/30/2010		5	5	5	5	5	5	4	5	4	0				More Buses
4/30/2010		2	5	5	5	5	2	2	5	4	20				No
4/30/2010		3	5	4	4	5	5		4	4	20				

% of passengers to Dr., on time

Total Surveys 5		I am a frequent passenger with SCT (Check mark indicates Yes)
Average Question 1	3.6	Frequent Passenger 5
Average Question 2	4.6	% of passengers frequent 100%
_		Total Times Per Month 40
Average Question 3	4.4	
		Average Times per Month 8
Average Question 4	4.8	
Average Question 5	5	
Average Question 6	4.4	I travel on SCT vehicles to doctors' appointments outside
		of Sumter County (Check mark indicates Yes)
Average Question 7	3.2	
A O 0	4.4	Total who travel to Dr. outside county 0
Average Question 8	4.4	% of passengers to Dr. outside county 0%
Average Question 9	3.6	70 of passengers to Dr. Outside county 070
9 -		
Rating		When I travel to declared approjute outside of the County
5=Outstanding		When I travel to doctors' appointments outside of the County,
4=Good		When I travel to doctors' appointments outside of the County,
3=Satisfactory		I get there on time (Check mark indicates Yes)
2=Improvement Need	led	
1=Unsatisfactory		Total who travel to Dr. outside County, on time 0

Questions

- 1. Recent scheduling of trips has been smooth and easy.
- 2. My reservationist was polite and helpful.
- 3. SCT vehicles are confortable.
- 4. SCT vehicles are clean.

- 5. My driver was helpful and courteous.6. My driver was careful and safe.7. I get picked up for my appointment on time.8. I am delivered at my appointment on time.
- 9. Rate your overall satisfaction with the SCT services you receive.

Veterans Benefits by Date Range

Date Revd	#1	#2	#3	#4	#5	#6	#7	#8	#9	VSO
4/5/2010	5	5	5	5	5	5	5	5	5	
4/5/2010	5	5	5	5	5	5	5	5	5	
4/5/2010	5	5	5	5	5	5	5	5	5	
4/5/2010	5	5	5	5	5	5	5	5	5	Want to thank you and all the people with the Veteran Service Office a special to Deborah Smith who was a great help and support.
4/5/2010	5	5	5	5	5	5	5	5	5	It has been many decades since I have been treated with such respect and courtesy as I enjoyed recently at the Bushnell, Florida Veterans Services.
4/9/2010	5	5	5	5	5	5	5	5	5	Yes we do understand who youy are, we would not have marked completely satisfied unless we were, we were totally satisfied and Fred Harrop's attitude and helpfulness was amazing. We pray that others benefit as we have.
4/3/2010	5	5	5	5	5	5	5	5	5	
4/8/2010	5	5	5	5	5	5	5	5	5	Of special note is the overall knowledge and professionalism exhibited by Mrs. Deborah Smith. Her expertise in Veteran's Affairs and benefits surpassed all expectations. Linda, the receptionist is always pleasant and helpful when you call or come in.
4/8/2010	5	5	5	5	5	5	5	5	5	
4/7/2010	5	5	5	5	5	5	5	5	5	Mr. Richard Dobson is our VSO. Both my wife and myself are Veterans and have received more information from Mr. Dobson on each visit than we had on all our visits to others in both OC. And SC. He has done a more than excellent job in helping us out and should be commended for his efforts. Thank you.
4/7/2010	5	5	5	5	5	5	5	5	5	
4/7/2010	5	5	5	5	5	5	5	5	5	Mr. Dobson and his secretary have been prompt, courteous, and efficient in handling my every request during all my visits. Mr. Dobson is very knowledgeable and I can depend on all things he says and does. Excellent, Excellent, Excellent
4/6/2010	4	4	4	4	4	4	4	4	4	
4/16/2010	5	5	5	5	5	5	5	5	5	
4/15/2010	5	5	5	5	5	5	5	5	5	
4/16/2010	5	5	5	5	5	5	5	5	5	
4/12/2010	5	5	5	5	5	5	5	5	5	On July 11, 2009 after a drawn out illness, my loving husband Robert Lee Reed passed away. In this very hard and lonely time for me, I

On July 11, 2009 after a drawn out illness, my loving husband Robert Lee Reed passed away. In this very hard and lonely time for me, I truned to the VSO in the Villages for immediate assistance with all sorts of paperwork that needed to be filled out and filed. Since english is my second language assisting me was not an easy task, but the VA Offices, people was very professional and extremely helpful! They were very patient with me, they took their time to help me with each issue individually. They went far and beyond their duties. I am very grateful to them for all of the assistance they continuously provide. I would like to especially thank Devorah Smith for her continuouse help and support. Her assistance has made this very difficult time in my life a little easier.

Date Revd	#1	#2	#3	#4	#5	#6	#7	#8	#9	VSO
4/12/2010	5	5	5	5	5	5	5	5	5	
4/12/2010	5	5	5	5	5	5	5	5	5	
4/12/2010	5	5	5	5	5	5	5	5	5	I came to the office looking for help in getting into the VA health system. All of my objective were met or exceeded. Great people!
4/14/2010	5	5	5	5	5	5	5	5	5	
4/23/2010	5	5	5	5	5	5	5	5	5	Please extend my personal thanks to Mr. Fred Harrop and hes team for their outstanding customer service and support!
4/19/2010	4	4	4	2	2	4	3	3	4	If I or they knew, the info: from VA Hospital or Doctors, could not be accessed, by VA Claims office or I needed a letter from my doctor stating PTSD, this process would have went a lot easier, I however appreciated all the help I received.
4/26/2010	5	5	1	1	1	5	1	1	1	Fred Harrop is an _hole. He is rude to me as a woman veteran. He would not answer any questions, I had in front of my husband. He ignored me completely. I am 20% VA disabled and my husband is 100%. There were pertinent questions we needed answered and it tookme 1/2 hour of arguing with him before I could get a straight answer. Bottom line he does not like women. He was nice to my husband. I told him they denied my husbands life insurance and he insisted I didn't apply within the deadline. He insisted I didn't. Basically, calling me a liar. I will never go to the Sumter County Service Center to see this rude, very rude man again. Staff is very polite and professional excluding Fred Harrop & Scarlet Sanchez.

Total Surveys 24		Rating
		5=Outstanding
Average Question 1	4.9	4=Good
		3=Satisfactory
Average Question 2	4.9	2=Improvement Needed
		1=Unsatisfactory
Average Question 3	4.8	
Average Question 4	4.7	Questions
Average Question 5	4.7	1. Veterans Service Office (VSO) was responsive to my needs.
		2. VSO staff treated me with respect and courtesy.
Average Question 6	4.9	3. The VS Officer provided individual attention to my issues.
Average Question 7	4.7	4. I was asked appropriate questions to aid in obtaining my earned benefits.
		5. VSO staff has a good understanding of the details involved in obtaining veterans benefits.
Average Question 8	4.7	6. VSO staff responded promptly to my question, phone inquiries, and other contacts.
		7. My VS Officer answered my questions both clearly and professionally.
Average Question 9	4.8	8. The VS Office spent sufficient time with me to fully understand my needs.
		9. Rate your overall satisfaction with your experience.

Bushnell Public Library 1-5

Date Revul	# 3 #	3 Comment	# # # 4 Comment	# 5	# 5 Comment
Use For NoneofThes Socialize Study/Work AdultProgra TeenProgra ChildProgra UseCompute UseCompute Magazines MusicCDs AudioBooks Books Not Regular < Umonth Uweek 1-3/week 1-3/week	A		# 4 Comment # 4 No # 4 No # 4 No		
4/12/2010	2	Need LP Fictino Amish Stories		3	Linda Marsh is always so nice and helpful
4/12/2010	3			3	
4/12/2010	. 3			3	They are friendly and helpful.
4/12/2010	1	too loud in here		2	
4/12/2010	3			3	
4/12/2010	2	annual and the contract of the		3	No. de La constante de la cons
4/12/2010	3			3	
4/12/2010	3			3	
4/12/2010	3			3	a work table or area to be used with copy machine.
4/12/2010	3		$ \mathbf{Z} \square $	3	
4/12/2010	3		V	2	
4/12/2010 V VVVVVVVVVVVVVVVVVVVVVVVVVVVVVVVVV	3			3	
4/12/2010 V V Puzzles	2		V	2	
4/12/2010	2			3	The state of the s
4/12/2010	1	I have to wait a long time for DVDs that I have on hold		3	
4/12/2010	3			3	
4/12/2010	3	I realy want to read the books		3	All of the staff is nice
4/12/2010	2			3	
4/12/2010	3			3	
4/12/2010	3	Needs newer and updated magazines		3	Are there to help with questions and computer

Date Royd	Use F	For # 3 #	3 Comment	# # # # 4 Comment	# 5	# 5 Comment
	NaneofThes. Socialize Socialize Study/Mork Study/Mork AdultProgra LeenProgra ChildProgra UseCompute Nagazines Newspaners DVDs Newspaners DVDs MusicCDs MusicCDs AudioBooks Books Books Not Regular 1-3/week			Not Loo- No		
4/12/2010		3			3	
4/12/2010		3			3	
4/12/2010		3			3	
4/12/2010		2			2	
4/12/2010		1			3	
4/12/2010		1	Jan Karon - Lg Print - whole Mitford series		3	
4/12/2010		2		$ \mathbf{V} \square$	3	
4/12/2010	big m when Tina was s great	made a 2 nistake nyou let go. She such a leader in ommunity.			2	Tina was irreplaceable
4/12/2010		2			3	Always ready to help.
4/12/2010	Copie	er 3			3	
4/12/2010		3		V	3	
4/12/2010	Video	Tapes 1		But there is less to choose from	2	
4/12/2010	friend	snere and			3	
4/12/2010		3			3	
4/12/2010		2			2	Very busy library
4/12/2010		3	113 800 7 501 501 501 501 50 50 50 50 50 50 50 50 50 50 50 50 50		3	
4/12/2010		3		☑ □□	3	
4/12/2010		3			3	
4/12/2010		3			3	
4/12/2010		1	more DVDs		3	

Date Revd Use For Use	# 3 #	3 Comment	# # # # 4 Comment	# 5	# 5 Comment
Use For NoneofThes Socialize Shidy/Work AdultProgra TeenProgra ChildProgra LiseCompute Magazines Nones Not Regular Simeek Lineek Lineek	,		Not Loo No Yes		
4/12/2010	1	Youth and more serial inspirational books		3	
4/12/2010	3			3	
4/12/2010	2			3	
4/12/2010	2		V	3	
4/12/2010	0			3	All the help I need
4/12/2010	3			3	
4/12/2010	2	Attacama () ()		3	
4/12/2010	3			3	
4/12/2010	3	Subministrative States		3	Planta a takan a tatan a sa a sa a sa a sa a sa a sa
4/12/2010	2			2	
4/12/2010 Copy Machine	2	· · · · · · · · · · · · · · · · · · ·		2	
4/12/2010	3			3	
4/12/2010	3			2	
4/12/2010	3			3	
4/12/2010	3	Excellent choice for any action of materials	☑	3	couldn't be better! Much improved
4/12/2010	3	Love the ladys who work here their grrreat!		3	
4/12/2010	0			0	
4/12/2010	3			3	Staff is friendly courteous helpful and always available to assist mel
4/12/2010	0			0	
4/12/2010	2	Good collection of manga but no traditional of classic novels or Anthologies	Good coolection of Manga.	3	Tried very hard to accommodate requests.

Date Revd	Use NoneofThes Socialize Sucialize Sucialize Study/Work AdultProgra TeenProgra ChildProgra LiseCompute Magazines Newspapers DVDs MusicCDs MusicCDs Audio Books Books Books Not Regular < Umonth Liweek 1-3/week	#3 #3 Comme	# 4 Comment # 4 Yes	# 5 # 5 Comment
4/12/2010		3	$ abla\Box$	Very informative and helpful
4/12/2010		3		2
4/12/2010		3	Z	3
4/12/2010		3 Reading lifeline (Note this great makes all accessible)	lo TV) loan/inter library : library I	
4/12/2010		More auc boods on needed. i Christian	CD Mystery,	3
4/12/2010		2		3

Noneos Sociali: Shukwi AdultB TeenB Childe Masaai Newso DUIS Books Not Re VInnesh	e For #3 #3 Comment	# # # # # 4 Comment # # # A No	# 5 H 5 Comment
Thes we wanted to the contract of the contract		<i>tLoo</i> _	

1. How often do you visit the library?

Total One to three times	30	Percent Total Surveys	45%
Total At least once	24	Percent Total Surveys	36%
Total Less than once	5	Percent Total Surveys	8%
Total Not on regular basis	5	Percent Total Surveys	8%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	53		Percent Total Surveys 80%)
Total Audio Books	11		Percent Total Surveys 17%)
Total Music CDs	13		Percent Total Surveys 20%)
Total DVDs	31		Percent Total Surveys 47%)
Total Newspapers	12		Percent Total Surveys 18%)
Total Magazines	13		Percent Total Surveys 20%)
Total Use Computer	40		Percent Total Surveys 61%	ו
Total Attend Child Program	ns	7	Percent Total Surveys	1 1 %
Total Attend Teen Program	18	4	Percent Total Surveys	6%
Total Attend Adult Program	ms	5	Percent Total Surveys	8%
Total Study or Work Space	e	11	Percent Total Surveys	17%
Total Socialize		4	Percent Total Surveys	6%
Total None of these		0	Percent Total Surveys	0%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average # 3 2.36 3 Very

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	55	Percent Total Surveys	83%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	6	Percent Total Surveys	9%

5. The library staff was responsive to my needs.

Average # 5 2.74

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Bushnell Public Library 6-10

Date Revel 6 Compute 6 Summer	Size	Cleanlines	Furniture	Computers	8Comment	56+ 40-55 25-39 18-24 Under 18 Female Male	Additional comment
4/12/2010	3	1	3	3	Carpet has been stained shortly after installed because people were drinking in the library!		More Christian Fiction - LP. I enjoy using the library facilities - books are so expensive.
4/12/2010	3	3	3	2			
4/12/2010	3	3	3				
4/12/2010							
4/12/2010 🗹 🗆 🗆 🗆 🗆 🗆 🗆 🗆	3	3	3	3	Very family oriented		keep up the great work.
4/12/2010 🗹 🗆 🗹 🗆 🗆 🗆 🗆 🗆 🗆	3	2	3	2			
4/12/2010	3	3	3	3			
4/12/2010	2	2	2	2			I would like to see the Daily Commercial in this library - I miss reading it.
4/12/2010							A work table is needed ot be used with copy machine.
4/12/2010	1	3	3	3	I would like more books on CD		
4/12/2010 🗹 🗆 🗆 🗆 🗆 🗆 🗆	2	2	2	2			Visited Constitution
4/12/2010	3	3	3	3	Love Them	V	Great Programs
4/12/2010	2	2	2				My husband and I have used the library fro years and really enjoyed it. My husbane won't go in any more he waits in the car. It is like a morgue. It used to be a friendly place to go, you felt as if people were glad to see you, now you feel as if you are intruding and you want ot whisper. We fell asif the whole attitude has changes and not for the better.

70ther 77Compute 77Adult 77Teen 7Child 6None 6Adult 6Compute 6Teen 6Summer 6Child	70ther Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male		Under 18	18-24	25-39	56+	Additional comment
4/12/2010	More learning books for older kids - 7 to 15 years of age	s 2	3	3	2			V] <u>□</u>	Most of us liked things the way they were but would like to see more books on school subjects like Math, Science, ect.
4/12/2010 🗷 🗆 🗆 🗆 🗆 🗷 🗷 🗆		2	2	2	2			V	☑(V [][The staff is wonderful. They are friendly and efficient. Roxzel is fantastic with the kids all the time.
4/12/2010		3	3	3	3] ~	We would very much like to have you bring the AARP Free Tax Service back to the Bushnell Library for the 2010 Tax Season. Even the Tax Preparers have told us they would like to return to Bushnell
4/12/2010		3	3	3	3		V][My name is Bobby Freeman and I want more Nasiato Manga
4/12/2010		2	2	2	2			V	V	✓][The library is starting to look much better.
4/12/2010		2	3	3	2			V	✓ [] 🔽	Everyone is very helpful when I need something they are more then willing to help me.
4/12/2010 🗹 🗸 🗆 🗆 🗆 🗸 🗹	more family night movies	3	2	2	2			V				2 □	I would love to have the family night movies show with the economy the way it is, there are many families like ourselves who can't afford to take our kids to see the new movies. This is a great way to have fun!!
4/12/2010		3	2	2	3	- 100 - 100 - 100 A SAMOO II AN ALL AND ALL AN		V	V]
4/12/2010		3	3	3	2			V					This library should have some movies in Spanish and have some more books in spanish as well as more books that will interest teens

70ther 70mpute 7Adult 7Teen 7Child 6None 6Adult 6Compute 6Teen 6Summer 6Child	70ther Comment	Cleanimes	Cr. Times	Furniture	Computers	3Comment	Male	56+ 40-55 25-39 18-24 Under 18 Female	Additional comment
4/12/2010		3	3	3	3				Would love to see more classes like other libraries such as crafts art classes, computer classes, conffetti kids, movies, coputer classes for children and adults, story times. All of these are so beneficial to our community especially our children and seniors.
4/12/2010	2	2	2	2	2		V		
4/12/2010	1	•	3	2	1				The inspirational books have been moved out among the rest of the books. Please put them back!
4/12/2010	3	; ;	3	3	2				I'd like to see many more large print inspirational /Christian books in complete series without having to III or order them.
4/12/2010	2	: ;	3	3	2				The library is okay - Would like to see more paperback books.
4/12/2010						The facility is way too small. Why don't you get a Grant and expand the building?			
4/12/2010	Family Nights 3		2	2	2				
4/12/2010	2	! :	3	3	3				I use the Bushnell and Bookmobile libraries and am pleased with both. Staff are very helpful and pleasant.
4/12/2010	3	3	3	3	2				Would like to see more newspapers such as Daily Commercial, Tampa Tribune, Wall Street Journal, and Early Educatin Magazines.

70ther 77Comp. 6None 6Summ. 6Summ. 6Summ.	70ther Comment	3.5	Cla	3 6	8Comment	Male	Fer	Unc	18-24	25-39	40	<u>y</u>	Additional comment
70ther 70ther 7Compute 7Adult 7Teen 7Child 6None 6Adult 6Compute 6Teen 6Summer	(0	Cimo	Cleanline	Computers		le	Female	Under 18	.24	39	55		
		ć	0 0	S									· · · · · · · · · · · · · · · · · · ·
4/12/2010		2	2 2	2 :	2 The stools are not comfortable.						Fig.		The library should serve the needs of the community and it doesn't now that the County has taken over. There used to be programs/events for parents, children, teens, other adults. It used to be an alive, happy place. It seems dead now. Few people come now. The library seems to be emptying its shelves of video taps and audio books. You may think video tapes are out-dated, but cable TV is expensive and the TV signal in Bushnell is medium to poor. So I rely on video tapes and DVD movies for entertainment and I know others in the earea do so also. Don't take away our movies! The whole new attitude is impersonal and I don't like it. But, the girls at the desk are doing the best that they can under the circumstances.
4/12/2010	Organic, Gardening and Eoconomic Survival	;	3 2	2 ;	2			Sectional					Quietness for concentration is always appreciated. Citrus County libraries are the noisiest and inconsiderate for those who come to study in peace and quiet. Bushnell thus far exceeds Citrus County in this area.
4/12/2010	3	3	3 3	3 :	2		V	V				Y	Look forward each winter having a nice library to come to!
4/12/2010			3 2	2	2		V	V				✓	
4/12/2010	3	3	3 3	3	3		V	V			V		
4/12/2010	3	3	3 3	3	3		V	V				<u> </u>	
4/12/2010	3	3	3 3	3	2	V					V		

Tuesday, May 18, 2010

Date Revul 6 Compo 6 Summent 6 Compo 6 Summent 6 Compo 6 Summent 6 Compo 6 Com	Size	Cle.	Fur	Cor	8Comment	Male	Female	Una	18-24	02	27	3 8	ν γ	Additional comment
Date Revel 6Compute 6Summer 6Compute 6Compute 6Summer 6Summer 6Summer 6Summer	(0	Cleanlines	Furniture	Computers		е	ıale	Under 18	24	39	30	22		
4/12/2010	3	3	2	3	Need more laptop tables for the guests		✓	' [⊌		? [][][very nice library. Prefer this one.
4/12/2010	2	2	2	2		V				3 [][Y	Christian teaching DVD's ie: Jack Van Impe, Perry Stone, Dr. Regan, John Hagee. Also Large Print books by the same.
4/12/2010	2	3	3	1			V	2 €	2 [][✓ [Partial series of books - must wait for Ill's - sometimes months. Not good!!!
4/12/2010	2	3	3	2			V			2				
4/12/2010	2	2	2	2		V][][<u> </u>	V	Would like to see more adventure videos.
4/12/2010	3	3	3	3			V][/		
4/12/2010	3	3	3	3		V][][][v	
4/12/2010	3	3	3	3		V][][][V	
4/12/2010		3					V][][Y	
4/12/2010	3	3	3	3			V][<u> </u>	V		It's nice to have a quiet place to get on computer and work. Wireless (WiFi) makes it very convenient.
4/12/2010	3	3	3	3		V	Е][][_][V	
4/12/2010 🗹 🗌 🗎 🗎 🗎 🗎 🗎	2	2	2	2			V		/		[
4/12/2010	2	2	2	2	-		V][][✓		* NAV *** 1
4/12/2010	3	3	3	3			V		2 [וכ	{{	V		Its always a pleasure to come here. Everyone is nice.
4/12/2010							V		7 [][V	Please bring back the audio selection.
4/12/2010][][··
4/12/2010	3	3	3	3			V		7][√	Very impressed with Library Director.
4/12/2010	2	3	1	2	Chairs need to be cleaned and the high stools are to high to sil at comp.				2]		V		

Date Reval Child Compute 6 Compute 6 Compute 6 Child 6	Cleanlines	Furniture	8Comment	Male	56+ 40-55 25-39 18-24 Under 18 Female	Additional comment
4/12/2010						I would like to see more christian books for easy readers! You don't have much!
4/12/2010	3	3	1 Need more DVDs			Computers are used a lot so need more which would require a bigger library. Also need to do AARP tax help here so elderly do not need to go so far!
4/12/2010	2 2	2	2	V		In my day, libraries were quiet and peaceful. This is the noisiest library I have ever been in, from the staff to the visitors.
4/12/2010 Raad weeks/months or author weeks	3 3		3			The Card Catologue was out of order and the keyboard removed. This library does not have any books by classic or traditional authors such as Bierce, Crane, Fitzgerald, Hawthorn, Joyce, Lawreence, O'Connor, Poe, or Cather and only two copies of London's White Fang. You should get Anthologies by the Authors!
4/12/2010	1 3	1	1			
4/12/2010 🗹 🗹 🗸 🗆 🗆 🖂 🖂 🖂 🖂	2 3	3	3			You should put in more Spanish Books. Authors that are Spanish.
4/12/2010	2 3	3	2			I enjoy the fact books can be ordered on the computer from many libraries and picked up at Bushnell.
4/12/2010	3 3	3		>		I believe I wrote letter to Sumter Times that our library is the best thing I've seen happen during my 15 years in Sumter County. D Jenkins/Thanks

Date Revd S S S S S	27222	70thei	· Comment	SIC	308	Comment	i a	Z Z		1 22	56+ 40-	Additional comment
6Adult 6Compute 6Teen 6Summer 6SChild	7Other 7Compute 7Adult 7Teen 7Child 6None			Cleanlines Size	© Computers Furniture	Comment		remale Male	Under 18	25-39 18-21	ĵ+)−55	
4/12/2010				1 2		Too small !	-					The books on CD are scratched. That makes listening unpleasant!
4/12/2010 🗆 🗸 🗸 🗸			•	2 2	2 1				70	V		
Total Surveys 66												
6. Please indica (Please check a		ms you	have parti	cipat	ed in di	iring the	past i	12 n	nontl	is.		
Total #6 Childre	en Programs Events	9	Pe	rcent	Total Su	rveys 14%						
Total #6 Summe	er Reading Program	5	Pe	ercent	Total Su	rveys 8%						
Total #6 Teen P	rograms Events	6	P	ercent	Total Su	rveys 9%						
Total #6 Compt	iter Classes/Worksh	ops 4	Po	ercent	Total Sui	rveys 6%						
Total #6 Adult l	Programs Events	4	P	ercent	Total Su	rvevs 6%						
Total #6 None of	of These Programs	31	P_{c}	ercent	Total Su	rveys 47%						
7. Please check (Please check)	k any areas belo all that apply.)	w whei	re you wou	ld lik	e to see	more pro	ogran	is oj	ffered	d at t	he lil	brary.
Total #7 Child	ren Programs Event	s 1	1 1	Percen	t Total Si	tryeys 17%	6					
Total #7 Teen	Programs Events	1	3 /	Percen	t Total St	rveys 20%	6					
Total #7 Adult	Programs Events	1	4 1	Percen	t Total St	trveys 21%	6					
Total #7 Comp	outer Classes/Works	hops 1	6 1	Percen	t Total Si	irveys 24%	6					
Total #7 Other		4	1	Percen	t Total St	ırveys 6%						
8. Please rate y	your satisfaction	with t	he physica	l faci	lity of ti	tis librar	<i>y</i> :					
Average Size	:	2.45	3 Very Sa	tisfied	2 Satisfie	d 1 Not Ve	ery Satis	fied				
Average Clean	liness	2.67	3 Very Sa	tisfied	2 Satisfie	d 1 Not Ve	ery Satis	fied				
Average Furni	ture/Furnishings	2.58	3 Very Sa	tisfied	2 Satisfie	d 1 Not Ve	ery Satis	fied				
Average Numb	er of Computers	2.29	3 Very Sa	tisfied	2 Satisfie	d I Not Ve	ery Satis	fied				
Please tell us d	about yourself.											
Are you:	Total Male 1	2	Percent	Total :	Surveys	18%						
	Total Female 4	9	Percent	Total	Surveys	74%						
How old a	re you?											
	Total Under 18	7	Percent	Total	Surveys	11%						
	Total 18-24	6	Percent	Total .	Surveys	9%						
	Total 25-39	4	Percent	Total	Surveys	6%						
	Total 40-55	17	Percent	Total .	Surveys	26%						
	Total 56+	27	Percent	Total .	Surveys	41%						

E C Rowell Library 1-5

NoneofThes Socialize Shidu/Work AdultProgra TeenProgra ChildProgra LiseCompute Magazines Navsoapers DVDs AudioBooks Books MusicCDs AudioBooks Books Liweek 1-3/week 1-3/week	# 3 # 3 Comment	# 4 Comment # 4 Not Loo	# 5 # 5 Comment
4/27/2010	2 .		3
4/30/2010	3		3
4/30/2010	3		3
4/30/2010	3		3
4/30/2010	2		3
4/30/2010	3		3
4/30/2010	3 I love the librar	y! 🔽 🔲 Library Rocksl	3 Library = Awesomel
4/12/2010	3	V	3
4/18/2010	3		3
4/21/2010	2		2

oneofI oneofI oneofI dultPm dultPro secOm arazin ewspar VDs widioBo ooks ootRear Linon Waek	se For # 3 # 3 Comment	# 4 Vos	# 5 # 5 Comment
hes ock ock occa occa occa occa occa occa o		Loo	

1. How often do you visit the library?

Total One to three times	4	Percent Total Surveys	40%
Total At least once	5	Percent Total Surveys	50%
Total Less than once	1	Percent Total Surveys	10%
Total Not on regular basis	0	Percent Total Surveys	0%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	8		Percent Total Surveys 809	%
Total Audio Books	3		Percent Total Surveys 30	%
Total Music CDs	0		Percent Total Surveys 0%	ı
Total DVDs	5		Percent Total Surveys 50	%
Total Newspapers	1		Percent Total Surveys 109	%
Total Magazines	1		Percent Total Surveys 109	%
Total Use Computer	6		Percent Total Surveys 60°	%
Total Attend Child Program	ns	2	Percent Total Surveys	20%
Total Attend Teen Program	าร	0	Percent Total Surveys	0%
Total Attend Adult Program	ms	1	Percent Total Surveys	10%
Total Study or Work Space	2	2	Percent Total Surveys	20%
Total Socialize		1	Percent Total Surveys	10%
Total None of these		0	Percent Total Surveys	0%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average # 3 2.7

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	8	Percent Total Surveys	80%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	2	Percent Total Surveys	20%

5. The library staff was responsive to my needs.

Average # 5 2.9

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

E C Rowell Library 6-10

70ther 7Compute 7Adult 7Teen 7Child 6None 6Adult 6Compute 6Summer 6Summer	Other Comment	Size	Cleanlines	Furniture	Computers	8Comment	Male	Under 18 Female	18-24	40-55	56+	Additional comment
4/27/2010	Programs focusing on Healthy Eating	2	2	2	1	It is too dimly lightedlike a cave.					✓	Libráries are the heart of a community. Please do all things possible to expand and fine tune all of Sumter Libraries.
4/30/2010		3	3	3	3		V					
4/30/2010		3	3	3	3			V V			V	Wonderful Staff! Wonderful Programs!
4/30/2010		3	3	3	2		V					
4/30/2010		2	3	3	2			VV		Z 🗆		
4/30/2010		3	3	3	3		V					
4/30/2010		3	3	3	3	Great books and quite place to hang out- EC Rowell Public Library- awesome.						I love the library, and don't know what I would do without it.
4/12/2010		3	3	3	3	Always a great visit		VV				thank you so very much
4/18/2010		2	3	3	2	It would be nice to have a larger library but I still enjoy this one a lot.						I visit both the Webster and Bushnell brances quite often. The staff is always friendly and helpful. It's nice being known by the staff and knowing that they can often recommend books that wil suit my tastes as they take the time to get to know their patrons.

Date Revd 6None 6Summer 6Child 6Child	Size	Cleanlines	Furniture	Computers	8Comment	Male	Female	56+ 40-55 25-39 18-24 Under 18	Additional comment
4/21/2010	2	1	2	2	Men's restroom not being kept up (Tissue, soap). Also, being used to store stinky mops				Told I would no longer be able to print from my personal computer to the library's copier. This is a great feature I need occasionally. Would like to know reasonfor this. Do not appreciate seeing some of the pictures that some people are looking at on the library computers, i.e., Facebook, Myspace, etc. We complained to the library about this and we were told that person setting up computers feels these sites are necessary, however, we disagree. The library is supposed to be for education place paid for by us taxpayers. This in not a showroom or playground.

Date Revel SComputers Name Computers Computers	-55 -39	
---	------------	--

6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	2	Percent Total Surveys	20%
Total #6 Summer Reading Program	1	Percent Total Surveys	10%
Total #6 Teen Programs Events	0	Percent Total Surveys	0%
Total #6 Computer Classes/Workshops	0	Percent Total Surveys	0%
Total #6 Adult Programs Events	1	Percent Total Surveys	10%
Total #6 None of These Programs	6	Percent Total Surveys	60%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	3	Percent Total Surveys 30%
Total #7 Teen Programs Events	3	Percent Total Surveys 30%
Total #7 Adult Programs Events	2	Percent Total Surveys 20%
Total #7 Computer Classes/Workshops	2	Percent Total Surveys 20%
Total #7 Other	0	Percent Total Surveys 0%

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.6	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Cleanliness	2.7	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Furniture/Furnishings	2.8	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied
Average Number of Computers	2.4	3 Very Satisfied	2 Satisfied	1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	4	Percent Total Surveys	40%
	Total Female	6	Percent Total Surveys	60%

How old are you?

Total Under 18	4	Percent Total Surveys	40%
Total 18-24	0	Percent Total Surveys	0%
Total 25-39	1	Percent Total Surveys	10%
Total 40-55	1	Percent Total Surveys	10%
Total 56+	3	Percent Total Surveys	30%

Library on Wheels 1-5

NoneofThes Socialize Shids/Mork AdultProgra TeenProgra ChildProgra LiseCompute Magazines Newspapers NusicCDs AudioBooks Nor Regular (1/month 1/week 1-3/week	For #3 #3 Comment	#4 Comm #4 Not Loo #4 Yes	ent # 5 # 5 Comment
4/12/2010	2		2 Glad to know it is available. I was unaware of service.

Tuesday, May 18, 2010

oneofThes violine viol	3 # 3 Comment # # # # # 4 Comment # 5 # 5 Comment
--	---

1. How often do you visit the library?

Total One to three times	0	Percent Total Surveys	0%
Total At least once	1	Percent Total Surveys	100%
Total Less than once	0	Percent Total Surveys	0%
Total Not on regular basis	0	Percent Total Surveys	0%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	1		Percent Total Surveys	1009	%
Total Audio Books	0		Percent Total Surveys	0%	
Total Music CDs	0		Percent Total Surveys	0%	
Total DVDs	1		Percent Total Surveys	1009	6
Total Newspapers	0		Percent Total Surveys	0%	
Total Magazines	0		Percent Total Surveys	0%	
Total Use Computer	0		Percent Total Surveys	0%	
Total Attend Child Progra	ms	0	Percent Total Sur	veys	0%
Total Attend Teen Program	ns	0	Percent Total Sur	veys	0%
Total Attend Adult Progra	ms	0	Percent Total Sur	veys	0%
Total Study or Work Space	e	0	Percent Total Sur	veys	0%
Total Socialize		0	Percent Total Sur	veys	0%
Total None of these		0	Percent Total Sur	veys	0%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average # 3 2 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	1	Percent Total Surveys	100%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	0	Percent Total Surveys	0%

5. The library staff was responsive to my needs.

Average # 5 2 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Library On Wheels 6-10

Date Revidence Silvane 6 Symmetric 6 Compute 6 Symmetric 6 Symmetr	8Comment Computers Furniture Cleanlines Size	Additional comment 56+ 40-55 25-39 18-24 Under 18 Female Male
4/12/2010	2 2 2 2	☑ ☐ ☐ ☑ ☑ ☑ ☐ ☑ Big sign for library location on Main Street would help. Brochure or list of services and info would help. We are snow birds and found out from friends you exist.

6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	0	Percent Total Surveys 0%
Total #6 Summer Reading Program	0	Percent Total Surveys 0%
Total #6 Teen Programs Events	0	Percent Total Surveys 0%
Total #6 Computer Classes/Workshops	0	Percent Total Surveys 0%
Total #6 Adult Programs Events	0	Percent Total Surveys 0%
Total #6 None of These Programs	1	Percent Total Surveys 100%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	0	Percent Total Surveys 0%
Total #7 Teen Programs Events	0	Percent Total Surveys 0%
Total #7 Adult Programs Events	0	Percent Total Surveys 0%
Total #7 Computer Classes/Workshops	0	Percent Total Surveys 0%
Total #7 Other	0	Percent Total Surveys 0%

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Cleanliness	2	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Furniture/Furnishings	2	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Number of Computers	2	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	1	Percent Total Surveys	100%
	Total Female	0	Percent Total Surveys	0%

How old are you?

Total Under 18	0	Percent Total Surveys 0%
Total 18-24	0	Percent Total Surveys 0%
Total 25-39	0	Percent Total Surveys 0%
Total 40-55	0	Percent Total Surveys 0%
Total 56+	1	Percent Total Surveys 100%

Panasoffkee Library 1-5

NoneofThes Socialize Shidk/Mork AdultProgra TeenProgra LiseCompute Magazines Newspapers DVD MusicCDs AudioBooks Not Regular (1/month 1/week 1-3/week	#3 #3 Comment	# 4 Comment # 4 Not Loo_	# 5 # 5 Comment
4/15/2010	3		3
4/16/2010	3		3
4/21/2010	2		3
4/19/2010	3		3
4/30/2010	3 Excellent		3
4/30/2010	3		3
4/30/2010	3		3

Tuesday, May 18, 2010

NoneofThes Socialize Socialize ShidillEnoura TeenPropra TeenPropra TeenPropra TeenPropra The Newspapers Newspapers Newspapers Not Regular Lincols Not Regular Lincols Not Regular Lincols Not Regular Lincols Not Regular	# 3 # 3 Comment # # # # # 4 Comment # 5 # 5 Comment

1. How often do you visit the library?

Total One to three times	2	Percent Total Surveys	29%
Total At least once	1	Percent Total Surveys	14%
Total Less than once	2	Percent Total Surveys	29%
Total Not on regular basis	1	Percent Total Surveys	14%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	6		Percent Total Surveys 86%	
Total Audio Books	2		Percent Total Surveys 29%	
Total Music CDs	1		Percent Total Surveys 14%	
Total DVDs	2		Percent Total Surveys 29%	
Total Newspapers	2		Percent Total Surveys 29%	
Total Magazines	2		Percent Total Surveys 29%	
Total Use Computer	4		Percent Total Surveys 57%	
Total Attend Child Progr	rams	0	Percent Total Surveys	0%
Total Attend Teen Progra	ams	0	Percent Total Surveys	0%
Total Attend Adult Progr	rams	1	Percent Total Surveys	14%
Total Study or Work Spa	ice	0	Percent Total Surveys	0%
Total Socialize		0	Percent Total Surveys	0%
Total None of these		0	Percent Total Surveys	0%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average # 3 2.86 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	7	Percent Total Surveys	100%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	0	Percent Total Surveys	0%

5. The library staff was responsive to my needs.

Average # 5 3 3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Panasoffkee Library 6-10

70ther 77cmpute 77child 77child 6None 6Adult 6Compute 6Teen 6Summer 6Child	Other Comment	Size	Chanlings	Furniture	8Comment	56+ 40-55 25-39 18-24 Under 18 Remale Male	Additional comment
4/15/2010	have several various programs now	3 ;	3	3	3		
4/16/2010		2 ;	3	3	2		I would like to see a "bigger" library since it is very crowded when the snowbirds are here. Also, I just wanted to say how helpful and friendly the prople are who work at the front desk areal
4/21/2010							Have just began to use the library and found it to be very nice.
4/19/2010	Does not apply as I aman infrequent user of this library (for now)	3	3	3	3		Account to the second to the s
4/30/2010		3	3	3	3		For a town the size of the Lake Pan This Library is an exceptionally fine one
4/30/2010		3	3	3	3		
4/30/2010		3	3	3	3 Excellent		We spend 3 months in Lake Panasoffkee and the library and the staff fulfill a very improtant service for me. I appreciate being able to make copies. Thank youl

Date Revel 5. Compute 6. Compute	8Comment Computers Furniture Cleanlines Size	Additional comment 56+ 40-55 25-39 18-24 Under 18 Female Male
---	--	--

6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	1	Percent Total Surveys	14%
Total #6 Summer Reading Program	0	Percent Total Surveys	0%
Total #6 Teen Programs Events	0	Percent Total Surveys	0%
Total #6 Computer Classes/Workshops	1	Percent Total Surveys	14%
Total #6 Adult Programs Events	1	Percent Total Surveys	14%
Total #6 None of These Programs	4	Percent Total Surveys	57%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	0	Percent Total Surveys 0%	Ď
Total #7 Teen Programs Events	0	Percent Total Surveys 0%	Ď
Total #7 Adult Programs Events	2	Percent Total Surveys 29	%
Total #7 Computer Classes/Workshops	1	Percent Total Surveys 14	%
Total #7 Other	0	Percent Total Surveys 0%	ó

8. Please rate your satisfaction with the physical facility of this library:

Average Size	2.83	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Cleanliness	3	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Furniture/Furnishings	3	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Number of Computers	2.83	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	2	Percent Total Surveys	29%
	Total Female	5	Percent Total Surveys	71%

How old are you?

Total Under 18	0	Percent Total Surveys 0%
Total 18-24	0	Percent Total Surveys 0%
Total 25-39	0	Percent Total Surveys 0%
Total 40-55	1	Percent Total Surveys 14%
Total 56+	6	Percent Total Surveys 86%

Villages Library 1-5

Date Revd	NoneofThes Socialize Studs/Mork AdultProgra TeenProgra ChildProgra UseCompute Magazines Newspapers DVDs AudioBooks AudioBooks Books Mot Regular (1 month 1 week	Use For #3	# 3 Comment	# 4 Comment # 4 Not Loo	# 5 # 5 Comment
4/15/2010		3		V	3 Very helpful
4/26/2010		I would use the library for research if they had a reference department.	Can't do research without a reference dept.		0

Tuesday, May 18, 2010

NoneofTh Socialize ShudwMan AdultProa TeenProa ChildProa UseCompu Masazines Newspape DVDS AudioBook Books AudioBooh Books LJweek LJweek L-3/week	Use For # 3 # 3 Comment # # A Not Le	# 4 Comment # 5 # 5 Comment
	00-	

1. How often do you visit the library?

Total One to three times	1	Percent Total Surveys	50%
Total At least once	0	Percent Total Surveys	0%
Total Less than once	0	Percent Total Surveys	0%
Total Not on regular basis	1	Percent Total Surveys	50%

2. Which services do you frequently use at the library? (Check all that apply)

Total Books	1		Percent Total Surveys 50)%
Total Audio Books	1		Percent Total Surveys 50)%
Total Music CDs	0		Percent Total Surveys 09	%
Total DVDs	0		Percent Total Surveys 09	%
Total Newspapers	0		Percent Total Surveys 09	%
Total Magazines	0		Percent Total Surveys 09	%
Total Use Computer	0		Percent Total Surveys 09	%
Total Attend Child Progra	ams	0	Percent Total Surveys	s 0%
Total Attend Teen Progra	ms	0	Percent Total Surveys	s 0%
Total Attend Adult Progra	ams	0	Percent Total Surveys	s 0%
Total Study or Work Space	e	0	Percent Total Surveys	s 0%
Total Socialize		0	Percent Total Surveys	y 0%
Total None of these		1	Percent Total Surveys	50%

3. The library is valuable to me as a source of recreational materials (e.g. books, audio books, movies, magazines, etc.)

Average #3 2

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

4. I found something to read, watch or listen to for myself or someone else on this library visit.

Total Question 4 Yes	1	Percent Total Surveys	50%
Total Question 4 No	0	Percent Total Surveys	0%
Total Question 4 Not Look Today	1	Percent Total Surveys	50%

5. The library staff was responsive to my needs.

Average # 5 1.5

3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Villages Library 6-10

Date Revel 6 Compute 6 Summer	nent Size	Cleanlines	Furniture	Computers	56+ 40-55 25-39 18-24 Under 18 Remale Male	Additional comment
4/15/2010	2	2	2	2	Would like more	The library staff is very nice and helpful. Surprising amount of books and other materials for size of library. Would like more consumer reports magazines and year end book.
4/26/2010 A fully loade feference department.	d 1	2	2	1	I would bring my	This facility is NOT a library. It is a home for books only. No reference department, no microfilm readers, nothing to help someone involved in field of research. As a kid, my home town had a population of about 30K and has a better equipped library than this facility. This facility has nothing to offer me.

Date Revidence 6 None 6 Summer	8Comment Computer. Furniture Cleanlines Size	Additional comment 56+ 40-55 25-39 18-24 Under 18 Female Male

6. Please indicate which programs you have participated in during the past 12 months. (Please check all that apply.)

Total #6 Children Programs Events	0	Percent Total Surveys 0	ጋ%
Total #6 Summer Reading Program	0	Percent Total Surveys 0	ე%
Total #6 Teen Programs Events	0	Percent Total Surveys 0	ጋ%
Total #6 Computer Classes/Workshops	0	Percent Total Surveys 0	ጋ%
Total #6 Adult Programs Events	0	Percent Total Surveys 0	ን%
Total #6 None of These Programs	2	Percent Total Surveys 1	100%

7. Please check any areas below where you would like to see more programs offered at the library. (Please check all that apply.)

Total #7 Children Programs Events	0	Percent Total Surveys 0%	
Total #7 Teen Programs Events	0	Percent Total Surveys 0%	
Total #7 Adult Programs Events	1	Percent Total Surveys 50%	
Total #7 Computer Classes/Workshops	0	Percent Total Surveys 0%	
Total #7 Other	1	Percent Total Surveys 50%	

8. Please rate your satisfaction with the physical facility of this library:

Average Size	1.5	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Cleanliness	2	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Furniture/Furnishings	2	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied
Average Number of Computers	1.5	3 Very Satisfied 2 Satisfied 1 Not Very Satisfied

Please tell us about yourself.

Are you:	Total Male	1	Percent Total Surveys	50%
	Total Female	1	Percent Total Surveys	50%

How old are you?

Total Under 18	0	Percent Total Surveys 0%
Total 18-24	0	Percent Total Surveys 0%
Total 25-39	0	Percent Total Surveys 0%
Total 40-55	0	Percent Total Surveys 0%
Total 56+	2	Percent Total Surveys 100%